

AMENDMENTS TO THE CLAIMS:

This listing of claims will replace all prior versions, and listings, of claims in the application:

LISTING OF CLAIMS:

1. (Currently Amended) A support information communication system for transferring requests for information support regarding at least one of a plurality of activities including mounting, dismounting and servicing a bearing or seal, and for transferring the information support, comprising an information terminal and an information support computer, the information support computer being adapted to:
- receive an information support request via a communication network from an
- information terminal, the request being related to detailed support information supporting
- personnel intending to perform for performing one of the activities;
- A⁷ process the information support request and provide support information in relation to the request; and
- transmit the support information via the communication network to the information terminal;
- the information terminal being adapted to receive information support from the information support computer via the communication network after transmitting an information support request from the information terminal to allow the at least one activity to be performed.

2. (Original) The communication system according to Claim 1, wherein the information terminal and the information support computer are remotely arranged in relation to each other.

4. (Currently Amended) An information support computer for providing support information relating to at least one of a plurality of activities including mounting, dismounting and servicing a bearing or seal, the information support computer ~~being arranged for comprising:~~

receiving a processor which receives an information support request via a communication network from an information terminal, the request being related to detailed support information ~~supporting personnel intending to perform for performing~~ one of the activities, which processes processing the information support request and ~~providing provides~~ support information in relation to the request, ; and which transmits transmitting support information via the communication network to the information terminal.

5. (Currently Amended) The information support computer according to Claim 4, wherein the support information is ~~arranged to be~~ provided in a single information support transmission in response to a request comprising a set of data relating to the information.

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6. (Currently Amended) The information support computer according to Claim ~~3~~, wherein the support information is ~~arranged to be~~ provided sequentially and transmitted in several information support transmissions to an information terminal ~~as the at least one activity proceeds.~~

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6. (Currently Amended) The information support computer according to Claim ~~3~~, wherein the transmitted support information is ~~arranged to present~~ presents opportunities of requesting further information support.

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8. (Original) The information support computer according to Claim ~~3~~, in which the support information comprises the following three categories of information: _____
precautions, activity procedures and recommended tools.

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8. (Currently Amended) The information support computer according to Claim ~~7~~, which is ~~arranged to offer~~ offers personnel an opportunity to purchase recommended tools.

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9. (Currently Amended) The information support computer according to Claim ~~7~~, in which the support information is ~~arranged to offer~~ offers information support in relation to alternatives of the at least one activity.

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~~10.~~ (Currently Amended) The information support computer according to
Claim ~~3~~⁴, wherein the information support computer is ~~adapted to receive~~ receives a code
from the information terminal that is specifically related to the at least one activity.

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~~11.~~ (Currently Amended) The information support computer according to
Claim ~~3~~⁴, in which a format of the transmitted ~~information~~ support information is in
hypertext mark-up language (HTML).

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~~12.~~ (Currently Amended) The information support computer according to
Claim ~~3~~⁴, which is ~~arranged for allowing~~ allows users to choose a language for the support
information from a predetermined set of languages.

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~~13.~~ (Original) The information support computer according to Claim ~~3~~⁴, in
which the information support is in the form of text.

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~~14.~~ (Original) The information support computer according to Claim ~~3~~⁴, wherein
the information support is in the form of images.

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~~15.~~ (Currently Amended) An information terminal for obtaining support
information for performing at least one of a plurality of activities that include servicing,

mounting and dismounting a bearing or a seal, the information terminal ~~being arranged to~~
receive comprising:

a processor which receives information support from an information support
computer via a communication network after transmitting an information support request,
related to at least one of the plurality of activities, from the information terminal to allow
the at least one activity to be performed.

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~~16.~~ (Original) The information terminal according to Claim ¹⁶~~15~~, wherein the
information terminal is one of a stationary computer, a portable computer, a hand-held
computer, and a mobile phone.

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~~17.~~ (Original) The information terminal according to Claim ¹⁶~~15~~, including a
printer operatively associated with the information terminal.

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~~18.~~ (Original) A method for providing information support specifically related
to performing an activity comprising:

receiving an information support request at an information support computer from
an information terminal via a communication network regarding at least one of a plurality
of activities that include mounting, dismounting and servicing a bearing or a seal;

processing the information support request to provide support information regarding
the at least one activity; and

transmitting the support information via the communication network to the information terminal.

²¹₁₉. (Original) The method according to Claim ²⁰₁₈, including transmitting the support information in a single information support transmission in response to the request comprising a set of data relating to the information requested.

A⁷ ²²₂₀. (Currently Amended) The method according to Claim ²⁰₁₈, including providing and transmitting the support information in several information support transmissions, of which each one is the response of a request from an information terminal; ~~as the process of performing the at least one activity proceeds.~~

²³₂₁. (Original) The method according to Claim ²⁰₁₈, further comprising receiving a code from the information terminal, and the information support computer transmitting support information relevant to an activity specifically related to the code.

²⁴₂₂. (Original) The method according to Claim ²⁰₁₈, further comprising formatting the information support prior to transmission to the hypertext mark-up language (HTML).

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~~23.~~ (Original) The method according to Claim ²⁰~~18~~, further comprising choosing a language of the information support from a predetermined set of languages in the information support computer.

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~~24.~~ (Original) The method according to Claim ²⁰~~18~~, wherein the support information is provided at least partially as text.

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~~25.~~ (Original) The method according to Claim ²⁰~~18~~, wherein the support information is provided at least partially as images.

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~~26.~~ (Currently Amended) A method for obtaining information support to be used by personnel to perform at least one of a plurality of activities that include servicing, mounting and dismounting a bearing or a seal, comprising:

transmitting to an information support computer via a communication network an information support request relating to a bearing or seal using an information terminal; and receiving detailed information support at the information terminal from the information support computer via the communication network regarding the at least one activity involving the bearing or seal ~~to support personnel intending to perform the at least one activity.~~

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27.

(Original) A graphical user interface for selective provision of service information associated with at least one of a bearing and a seal, said graphical user interface comprising:

a first interface element for entering a code associated with said at least one of a bearing and a seal; and

a second interface element for selecting one of a plurality of types of service procedures for which said service information is to be provided.

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(Original) The graphical user interface of Claim ³¹~~27~~, wherein said at least one of a bearing and a seal is a bearing, and said second interface element includes a link for each of a plurality of types of procedures including at least one of:

a first link for providing service information associated with mounting said bearing;

a second link for providing service information associated with dismounting said bearing; and

a third link for providing other service information associated with said bearing.

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(Original) The graphical user interface of Claim ³¹~~27~~, further comprising a third interface element for selecting a combination of said code and a selected one of said plurality of types of service procedures.

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(Original) The graphical user interface of Claim 29, wherein user actuation of said third interface element results in a set of additional interface elements being displayed, which additional interface elements are each associated with subfeatures of said selected one of said plurality of types of service procedures.

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(Original) The graphical user interface of Claim 27, wherein said at least one of a bearing and a seal is a bearing, said selected one of said plurality of types of service procedures is mounting said bearing and said subfeatures associated with said additional interface elements include:

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a first link for providing service information associated with mounting said bearing on a first member;

a second link for providing service information associated with mounting said bearing on a second member different from said first member; and

a third link for providing service information associated with mounting said bearing on a third member different from said first and second members.

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(Original) The graphical user interface of Claim 31, wherein user actuation of one of said first, second and third links results in a display of service information associated with a corresponding mounting technique for said bearing.

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~~35.~~ (Original) The graphical user interface of Claim ³⁶~~32~~, wherein said display of service information includes graphics which illustrate how to perform said corresponding mounting technique.

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~~34.~~ (New) The communication system according to Claim 1, wherein a selection of available alternatives for at least one of the activities is transmitted from the information terminal to the information support computer.

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~~35.~~ (New) The information terminal according to Claim ¹⁶~~15~~, wherein the terminal transmits a selection of available alternatives for performing at least one of the plurality of activities.

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~~36.~~ (New) The method according to Claim ²⁰~~18~~, further comprising:
providing available alternatives for performing at least one of the plurality of activities.

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~~37.~~ (New) The method according to Claim ²⁹~~26~~, further comprising:
displaying available alternatives for performing the at least one of the plurality of activities.
